

KEESLER AFB

Base Operating Services

Competitive Sourcing

Service Area Descriptions



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Introduction:

AETC market research on industry best practices in providing facility support services has indicated that conversion of the Air Force's traditional functional perspective to a commercial service perspective is necessary to attract the largest number of qualified service providers.

AETC's Pick-A-Base Base Operating Services (BOS) Competitive Sourcing Studies have adopted a commercial perspective of the functions being studied. The commercial services areas adopted by AETC reflect commonly grouped functions normally provided by commercial companies.

A. Space Management

A.1 Space Use and Requirements Validation

Space Management activities involve the assessment and validation of both existing and new missions' space assets and requirements. They include space use surveys, needs assessment and requirements validation. These activities also include the assessment of allocation and the preparation of reallocation proposals to ensure efficient and adequate use of facilities.

A.2 Space Reallocation Planning and Management

Space Management activities include planning and coordinating of moves. A move is defined as relocating people, property, possessions, and equipment from one location to another. A move may involve relocation to a destination from a location within the same facility, or from another on-base facility. A move may also involve a relocation to/from an off-base location. Space Management planning activities include concept planning, user impact assessment, and scheduling. Space Management coordination activities include identification of requirements (such as construction, communications and custodial needs) to other service areas for execution, monitoring progress to accomplish these requirements, and solving problems as they arise. Space Management may also include planning and coordinating the use of temporary space (such as trailers).

Examples of planning or coordination activities included are:

- Identification of basic construction needs (floor plan) and special requirements (e.g. secure vaults, security systems, or heavy materials affecting floor loads)
- Identification of communications cabling (voice & data) needs
- Pre-wired work station or modular furniture installation
- Facilities availability planning (such as aircraft parking or antenna fields)
- Preliminary/concept planning and estimating (to assess general feasibility of a move)
- Move scheduling (as necessary to meet timelines of equipment delivery, relocation of personnel, etc)

Examples of planning or coordination activities **excluded** are:

- Planning/estimating for actual construction effort (included in Engineering Services or Operations & Maintenance)
- Facilities siting (included in Engineering Services)

B. Grounds and Site Maintenance

Grounds and Site Maintenance are those activities devoted to ensuring the proper function and pleasing appearance of all exterior areas of Keesler AFB. Duties, which are the responsibility of this service area, include **grounds maintenance**, entomology services and roadway construction and maintenance. Personnel included in this service area would include landscape artists and horticulturists.

Examples of included activities are:

- repairs to and cleaning of pavement, sidewalks, walkways, driveways, runways and taxiways
- **grass cutting**
- **shrub and tree trimming**
- **landscaping**
- **irrigation systems planning/maintenance**
- **herbicide and fertilizer application**
- **airfield grounds**
- pavement marking
- curb and gutter maintenance
- non-paved road maintenance
- signage
- storm water management
- fencing
- automated gates
- maintenance of parking lots and walkways
- interior courtyard maintenance
- extermination services

Exclude:

- major upgrade projects such as upgrading power lines, etc.
- major runway modifications
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C. Operations and Maintenance

Under the title “Maintenance” we have combined three sections:

- C.1 Building Systems Maintenance
- C.2 Building Services Requests
- C.3 Industrial Utilities Maintenance

C.1 Building Systems Maintenance:

General Maintenance Definition: to continue life and performance of asset at normal levels and at existing functionality – including: Maintenance planning; PM program development; Repairs; Replacement of components such as filters, belts, bearings, lubrication, etc.; Purchase and general maintenance of tools and equipment required for maintenance; General calibration; Analysis for replace vs. buy decisions; Coordination with operations user groups on equipment availability for maintenance activity; Part procurement activities up to and not beyond the issuance of a purchasing requisition for repair parts; Replacement of systems such as boilers, chillers, pumps, and transformers; and Management of repair parts inventory.

Examples of included items are:

- Work order management activities excluding help desk activities
- Airfield maintenance
- Housing maintenance (including dorms and lodging)

Sub-Categories:

- HVAC/Mechanical (including air handling units & boiler operations)
 - building automation & controls
 - machine shop
 - maintenance tools & equipment
 - chemical treatment (boilers, cooling tower, pond, etc.)
- Lighting maintenance
 - interior lighting system maintenance
 - emergency lighting system maintenance
 - removal of lamps, ballasts, oil
 - cleaning and replacement of ballasts and lamps
- Fire alarm and life & safety
 - fire and gas detection systems
 - fire suppression systems
 - dry chemical maintenance
 - air quality monitoring
 - maintenance of emergency exit/escape systems
- Security systems
- Elevator Maintenance
 - elevator and escalator maintenance

C.1 Building Systems Maintenance (continued)

- Other Mechanical Systems
 - automatic doors
 - vacuum tubes
- Protective Coatings Maintenance
- Roof Maintenance (including gutters)
- Maintenance of appliances
- Airfield lighting maintenance
- Radar/generator maintenance
- water heaters
- drains
- grease traps and oil-water separators

Exclude:

- major upgrade or rebuild projects or modifications made to improve functionality and/or capacity of the equipment (include in Engineering Services)
- Contract management (performed by Contracting Squadron)

C.2 Building Services Requests

Building Services Requests include all activities performed by maintenance staff for building users.

Some Examples Are:

- customer driven work requests such as minor construction
- broken locks/keys, jammed drawers, etc.
- picture hanging
- on-going maintenance activity for building structure and interior such as leaks,
- ceiling tile replacements, broken windows, gutter unclogging, etc.
- temperature
- lighting
- plumbing (fixtures, drains, leaks, etc.)

C.3 Industrial Utilities Maintenance

Industrial Utilities Maintenance includes all activities related to utilities that support industrial/commercial functions.

Examples of included items are:

- special steam system
- special water system (water tower, tanks, and wells)
- fume hoods

C.3 Industrial Utilities Maintenance (continued)

- compressed air
- liquid fuels distribution/calibration
- Asbestos abatement/lead-based paint
- confined space management
- ballfield maintenance
- specialized industrial waste/chemical treatment sewers
- utilities infrastructure maintenance outside demarcation line

Excluded:

- typically any maintenance related to the production of independent power in a generation plant (included in Utilities)

D. Publishing Management

Publishing Management includes those jobs related to the management and administration of publications and forms. These activities would include analysis, design, production, standardization, and maintenance of local level forms and base directives.

Examples of included activities are:

- Creating new and revising existing publications and forms
- Maintaining complete record sets of all KAFB Publications and Forms (hardcopy and/or electronic)
- Disposing of publications and forms IAW prescribed directives

Excluded:

- As-built drawings (included in Engineering Services)

E. Environmental

Environmental Compliance is the functional area responsible for providing an environmentally safe and compliant workplace according to the programs within the Environmental Protection Agency. This functional area is responsible for the managerial aspects of compliance, Natural/Cultural Resources and Pollution Prevention, but is not expected to physically carry out all necessary actions. This service area is also responsible for educating the base population on subjects related to the environment and hazardous materials. Environmental Compliance will be responsible for the proper disposal of all hazardous waste on base.

Examples of included activities are:

- Hazmat
- Asbestos/lead-based paint program management

Excluded:

- Maintenance of building life support systems (included in Operations & Maintenance)
- Compliance with OSHA standards and regulations (each service area is responsible for providing this service)
- Asbestos abatement (included in Operations and Maintenance)

F. Energy & Utilities Management

Typically Energy & Utilities Management includes those management activities associated with the purchase or generation of energy and maintenance of utilities infrastructure. These activities would include the purchasing, peak load shaving, and total cost associated with the energy acquisition. Typically included in this functional area are the costs associated with the operation and maintenance of a co-generation plant and back up generation.

Examples of included items are from the four functional areas (electric, gas, water, and sewage) are:

- Water and Sewage distribution systems (including plumbing and repair of valves)
 - potable water distribution system maintenance
 - potable water treatment
 - sewage and waste water collection systems
 - septic system maintenance
- Electrical distribution (including emergency power)
- Street light maintenance
- Traffic signal maintenance

Also, included in this service area are:

- Energy Monitoring and Control Systems (EMCS)
- Hospital Back-up Generation

Excluded:

- Surface storm water structures included in Site Maintenance
- Utilities maintenance interior to facilities, within demarcation area is included in O&M

H. Multimedia Services

Visual Information Services is responsible for the production of high quality visual graphics for base use. The services provided include computer graphics generation, photography, and film development. In addition to the staff available to help base personnel with graphics presentations, this service area will also have a self help area available for official use. This service area is not responsible for the publishing of materials.

Examples of included items are:

- Formal graphics work
- Video Production
- Visual Information Presentation
- Video Teleconferencing (VTC)
- Video Tele-Training
- [Presentations & Public Address support and services](#)

Exclude:

- Mass production of originals (done by individual service areas or DAPS which is a non A-76 area)
- Pick-up and delivery of original and reproduced materials

J. Engineering Services

Under the title “Engineering Services” we have combined three sections:

- J.1 Facilities Planning
- J.2 Project Design
- J.3 Construction Management

J.1 Facilities Planning.

Facilities Planning includes those activities required to ensure that the Air Force acquires, operates, maintains, and protects the minimum number of facilities and infrastructure for effective mission support at their lowest life-cycle cost. This functional area is responsible for: comprehensive planning (including Air Installation Compatible Use Zone Program); and project programming.

Exclude:

- Space allocation activity (included in Space Management)

J.2 Project Design:

Project Design includes those activities pertaining to architectural, engineering and interior design for infrastructure projects, facility projects and related studies required for program development. This functional area is responsible for: project design (in-house or contracted); developing a set of project expectations and requirements; preparation of project documents (drawings and specifications); cost estimating; engineering studies; and project management.

Exclude:

- Construction activity (included in Operations & Maintenance)

J. Engineering Services continued

J.3 Construction Management

Construction Management includes all activities pertaining to the completion, and management of construction for infrastructure and facilities projects. This functional area is responsible for the construction of new infrastructure, facilities and renovations made to existing infrastructure and facilities. Budgeting, scheduling, and quality assurance are responsibilities of construction management.

Examples of included activities:

- Major runway modifications
- As-built drawings
- Geographical Information System (GIS)

Exclude:

- Actual construction labor and building material costs (included in Operations & Maintenance)

L. Weather Support Services

Weather support services are defined as a group of activities that primarily support the operations of transient and base assigned aircraft and aircrew. Weather services encompass the management of the base weather observations and flight weather briefings. Additionally, while this service area is responsible for the personnel performing weather observations and other weather related functions, it is not responsible for maintenance of weather equipment or air traffic control equipment on the flight line.

Examples of included items are:

- Weather Observation

Exclude

- Airfield Operations
- Airfield Management
- Flight Record Management
- Transient Aircraft Support
- Air Traffic Control (not included in A-76 study)
- Radar equipment procurement or maintenance (not included in A-76 study)
- Airfield Maintenance (included in operations and maintenance service area)

M. Emergency Management

Emergency Management is a functional area dedicated to integrate planning, preparedness, training, response, and employment of resources into a single program designed to protect Air Force resources and minimize the loss of operational capability caused by major accidents, natural and technological disasters, wartime conditions, civil unrest and weapons of mass destruction. Execution of Emergency Management and disaster plans through exercises and reviews of site policy are the responsibility of this area. Ensuring compliance with all government (local, state and federal) standards for preparedness is also part of this functional area. Disaster preparedness is the AF program and is equivalent to the non-military emergency management.

Examples of included items are:

- Simulation exercise
- Shelters
- Emergency Response Team
- Unit Disaster Preparedness Programs
- Disaster Preparedness Briefing Training
- Writing and validating emergency response plan

Exclude:

- Policy formulation (not included in A-76 study)
- Maintenance of equipment that has a primary purpose other than readiness (included within the machines primary functional area)
- Deployment & Mobilization (not included in A-76)

O. Human Resources

Human Resources serves as a point of coordination for activities that relate to the education and training of employees. Human Resources may take either a centralized or de-centralized organizational form. Included in this functional area are: training related to corporate policy (i.e. sexual harassment); utilization of numerous Human Resources information system; maintenance of military personnel records in the base human resources information system; assisting employees, both through counseling and financial assistance, seeking a higher level of formal education (i.e. college degree, MBA); and awards and decorations for military and civilian personnel. This service area is not responsible for highly technical training individual for specific areas.

Examples of included items are:

- Tuition Assistance management for military personnel
- Counseling personnel on education
- College level and upgrade testing (voluntary and involuntary)
- Updating personnel files to reflect new training
- [Management of Individual Personnel Records](#)
- Management of the enlisted specialty training program ([OJT & Formal Training](#))
- Coordination of professional military education
- [Military & Civilian Personnel Systems Management](#)
- [Military & Civilian Awards and Decorations](#)
- [Civilian Training](#)
- Distance Learning & Test Administration

Exclude:

- Health and safety issues (Responsibility of each functional area)
- Accommodation (included in Lodging Services)
- Specialized training (Responsibility of each functional area)
- Counseling personnel on Family Support topics

P. Marketing and Publicity

Marketing and Publicity includes those activities associated with the development, and implementation of non-sponsored and commercially sponsored promotions for Morale Welfare and Recreation (MWR) activities and other organizations seeking to promote participation in their events, activities, and programs. This service area is responsible for the formulation and implementation of marketing plans which has as its intended audience both internal and external markets.

Examples of included items are:

- Special Promotions
- [Marketing Plans](#)
- [Briefings](#)
- Advertising for MWR
- Design, develop, produce, and disseminate visual aids

Excluded:

- Commercial Sponsorship

Q. Housing

Housing is defined as the provisioning of accommodations for military personnel. The services provided by the functional area are: ensuring adequate housing; budgeting, housing assignments for stationed personnel; quality assurance of quarters offered to personnel.

Examples of included items are:

- Family housing
- Permanent party dormitories
- Off-Base community housing/referral

R. Communications & Information Technology (C&IT)

Information technology includes those functions related to the provisioning and support of voice and data communications. This area is responsible for purchasing, installation, ADPE accountability, registration and licensing of software, operation and maintenance of electronic hardware and software. Planning and programming, demand forecasting, end user training and support, LAN management/maintenance, contract management with outside providers, and ensuring access to modern equipment for communications are responsibilities of this area. Plant maintenance (i.e. installation and maintenance of entire Base Telephone System [BTS]) falls within this service area. This sub-category includes the purchasing, operation, and maintenance of any specialized hardware or software. Additionally, secure communication provides technical training for personnel.

Examples of included items are:

- Application Development
- Application Support
- Cable Management
- E-mail
- Troubleshooting down to desktop
- Manage FSA and WAN
- AFCERTS
- BTS
- Base Locator
- BNCC
- Land Mobile Radio
- Maintenance Control

Exclude:

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- NCC Information Protection (IPO) (not included in A-76 study)
- Airfield Support Systems (not included in A-66 study)

S. Supply Services

Supply Services is a functional area organized to provide procurement, warehousing, and demand forecasting services for supplies, equipment, munitions and fuels on base. As the supply of assets diminishes, Supply Services is responsible for ordering additional units of the asset, receiving and storing it in the proper environmental conditions to ensure proper functioning of the asset, and distribution.

Examples of included items are:

- Materials Management and Distribution
- Materials Storage
- Fuels
- Tank Farm (POL)
- Fuel Lab
- Washers/dryers for areas such as dormitories/billeting, fire dept, training, community service areas, etc.
- Linen Exchange for airmen and dormitories/lodging
- Organizational Laundry Services for dormitory/lodging linen and some specialized laundry such as poncho liners, etc.
- Furniture management (FMO)/maintenance

Exclude:

- Purchasing and Contracting (done by contracting office)
- Waste Management (included in Environmental Life & Safety)
- Maintenance of specialized environmental storage units (included in Operations & Maintenance)
- Base Exchange Services (not included in A-76)
- Washers/dryers for military family housing

T. Resource Management

Resource Management is the service area dedicated to the financial / accounting functions relating to the Base Operating Support, including off-site activities. This service area is responsible for ensuring all work is properly funded and completed within the guidelines set forth in the Air Force budget. Additionally, Resource Management will be responsible for preparing budget reports at the Command level for analysis. This service area is also responsible for base real property management. Real property management includes managing and accounting for all real property controlled by Keesler AFB. Services provided are acquisition and disposal of land and facilities, and ingranting/outgranting of real estate. In addition, Resource Management is responsible for maintaining records for the charge-back (reimbursement) system.

Included:

- Appropriated funds

Excluded:

- Space Utilization
- Non-appropriated funds

U. Community Services

Community Services provides a variety of environments, facilities, and services to meet the recreational and educational needs of Keesler AFB in a safe, sanitary and healthy manner. The main purpose of this area is to help people build a healthy and diverse community on Keesler Air Force Base. Activities organized or facilitated by this service area include: providing indoor recreational facilities, recreational activities for eligible and/or authorized users, fitness and athletic programs, a full service library providing mission related requirements, recreational library services, and laundry services for dormitories and lodging linen.

Examples of included items are:

- Community Centers
- Fitness Centers
- Library

Excluded

- ITT
- Outdoor Recreation
- Skills Development (such as, auto skills and ceramic)